

2795977

Registered provider: One Home UK Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately operated.

It provides care for one child who may experience social and emotional difficulties and/or have a learning disability.

The manager registered with Ofsted in June 2025.

Inspection dates: 3 and 4 February 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection, and care.

Date of last inspection: 28 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child is making significant progress with their communication and has grown in confidence, due to the excellent care and support from the manager and staff. The child's access to specialist support and staff's creative approach in promoting the child's engagement with the therapist is helping the child to thrive. The child greatly benefits from sessions with the therapist, and they are learning how to work through conflict and express their emotions safely.

The manager is an amazing advocate for the child and has worked with the child's family and their social worker to arrange the child's time with all their family members. They have been able to spend Christmas with all the people who are important to them and to build relationships with their wider family network, which will be vital to the child when they move on. The child's parent said, 'The staff have been lifesaving and life changing for both of us, I feel lucky that we have them.'

Staff support the child to engage in a variety of adventurous and artistic activities; including holidays abroad, mountain biking, paddleboarding and photography. The manager and staff celebrate the child's achievements, with all the rooms in the home displaying beautiful canvas prints of photographs that the child has taken. These enrich the environment and give the child a sense of pride in their own home.

The child has excellent attend at college. Education staff from the child's college praised how responsive staff are if there are any issues that need their assistance. Their collaborative working relationship is helping to motivate the child to focus on their future. The manager has worked with education staff to arrange for the child to volunteer at a farm, supporting them to learn about the world of work in a safe and supportive environment related to their college course and interests.

The staff encourage the child to complete tasks that will help them learn the skills they need to successfully move on from the home. Staff support the child with shopping, budgeting, cooking basic meals and keeping their surroundings clean and tidy. The child has asked that the staff help them in their plan to eat more healthily; and is having a positive effect of the child's health, diet, and discipline with food. Managers and staff understand that encouragement and repetition are key to the child developing the skills they will need as an adult. This progress the child has made in this area has contributed to improving their self-esteem.

How well children and young people are helped and protected: outstanding

Staff use their positive relationships with the child to help them talk about sensitive issues. The manager works closely with the child's therapist to reflect on incidents and ensure that staff support the child in a way that the child understand. Staff's intervention

is enhanced by their ability to adapt and respond effectively when risks change or new concerns are identified. As a result, the child's risks have significantly reduced.

The manager has worked with professionals and the child to identify a variety of tools to support the child in managing their emotions, including mindfulness, physical and sensory activities. The child can now identify and articulate their emotions more often, preventing incidents from escalating and becoming unsafe. Incidents of the child damaging their own property and items in the home are also reducing.

Staff record incidents in detail. Lessons learned reviews are central to their practice after all incidents. Staff ensure that the child's voice informs their reflection and they are creative in how they achieve this, emphasising the importance of the child's understanding of the event. If the child has needed to be held for their safety, managers and staff focus on repairing relationships by using the child's preferred activities to talk things through and reconnect. The frequency and intensity of holds have significantly reduced due to the relationships that staff have with the child. The child's support through the therapist has further contributed to the child developing their skill to communicate and express their frustrations verbally.

The manager has worked with the child's wider support network to help the child understand the potential consequences of making poor choices. This work is ongoing but at the forefront of the intervention with the child. Staff have been guided by therapeutic professionals in communicating the seriousness of poor choices, to help the child understand without experiencing shame.

Staff record all planned and unplanned interventions and discussions with the child promptly and in detail. However, not all recording is in language that would be accessible to the child.

The effectiveness of leaders and managers: outstanding

The manager is inspirational and promotes an ethos of teamwork, with everyone participating in activities together, learning together and working together to provide a consistent response for the child. The manager knows staff's strengths and areas for development and is driving forward positive change. He uses development workshops alongside training courses to promote consistency of practice and a strong team culture. Staff say they love working at the home and feel valued by their colleagues and managers.

Leaders and manager provide practice-related supervision sessions that are well structured and highly supportive. Staff reflect on their performance; their development needs and the care needs of the child. Staff wellbeing is fully considered, and emotional wellbeing check-ins are in depth, helping the staff to cope with the demands of role. It is evident that the nurture afforded to the child is extended to the staff by managers.

The managers have an extensive set of audit and review processes that support their oversight of all aspects of the functioning of the home, including a holistic report,

completed by the responsible individual, which analyses how the staff are meeting the child's needs. Managers are ambitious for staff to thrive and include staff training and their subsequent progression as part of their reviews. The managers review the performance of the staff against evidence-based models of practice to be assured that they are all working consistently to meet the child's needs.

Staff have access to planned training and development opportunities regularly. All courses are refreshed a minimum of biannually ensuring that staff knowledge and skills are kept up to date. Staff who are new to residential work value the training they receive, while experienced members of the staff are supported in their career progression and say that the team is the best they have worked in. One member of the said, 'It is a pleasure to work here.'

What does the children's home need to do to improve?

Recommendations

- The registered manager should ensure that the home's records represent a significant contribution to children's life history. Staff should understand their important role in recording clear and accurate records in language that is accessible to the child. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2795977

Provision sub-type: Children's home

Registered provider: One Home UK Care Ltd

Registered provider address: Burley Heyes, Arley Road, Appleton WA4 4RS

Responsible individual: Conor McGough

Registered manager: Jake Darnell

Inspector

Kirstie Sutherland, Social Care Inspector

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